

Social Resilience Roadmap

Community resilience is shaped by many factors—safe and secure housing, job opportunities, internet access, social connections, neighborhood assets, and transportation options can all help to buffer the impacts of climate change and make it easier to cope or adapt. By contrast, not having access to those resources creates vulnerability and magnifies the harm caused by climate hazards, particularly for people and communities who have faced discrimination and marginalization. Building community resilience to climate change will only be successful if we simultaneously address the root causes of community vulnerability.

What resources or assets in your community support community resilience? What are the conditions that create vulnerability for people in your community?

Work together as a team to investigate the eight topic areas below. Answer the questions using the insight of your Core Team, data from the [GEAR](#) online tool, and information that you gather by talking to people in your community through outreach and engagement.

If you don't have time to complete all eight sections over the next three months, that's okay. Aim to complete at least four sections. Before getting started, discuss as a team which sections will be top priorities for your team, based on top concerns in your community. It is recommended that you still explore the other sections, even if briefly, through the outreach and engagement in case conversations uncover something important that your team wasn't considering. You do not need to answer every question in each section you complete.

Consider using the [GEAR Practice Exercise](#) to get started.

Housing

Housing: What might resilience look like?

- Everyone can afford to live in their home, without compromising on basic life needs.
- Everyone has access to safe and healthy housing options, free from toxins and unsafe living conditions, both today and as the climate continues to change (consider flooding and higher temperatures).
- A wide variety of housing options meet current and future residents' needs (renting versus owning, accessibility, supported-living options, etc.).
- A variety of support systems (e.g., rental assistance programs, transitional housing, emergency shelters) minimize housing insecurity and provide safe shelter when needed.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none"> - People who have experience with housing insecurity - People who are a part of groups or organizations that support people experiencing housing insecurity - A variety of people who have different housing needs (e.g., student housing, wheelchair accessibility, assisted living, etc.) - People who have experienced the effects of flooding or high temperatures in their homes
Types of questions to ask community members:	<ul style="list-style-type: none"> - What are you most worried about when it comes to finding housing that meets your needs? - Do you have concerns about your current housing situation? (Consider costs, living conditions, neighborhood) - Is this a big stress in your life or a small stress? - For providers of housing services – How can current housing programs be supported to better meet community needs?
Additional data	<ul style="list-style-type: none"> - Explore the GEAR Housing x Heat Guide

sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Housing x Inland Flooding Guide - Talk to housing support services about numbers of people who use their services
<p>Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Questions to answer as a Core Team based on what you learn:

Community Investigation	
<p>Are there people in our community that experience housing insecurity? What does that look like for people in our community?</p>	
<p>What types of housing are prevalent in our community? What types are not? How does that affect who is able to live here now or in the future?</p>	
<p>What are the biggest community concerns related to where they live or the neighborhood they live in?</p>	
<p>What are the biggest community concerns related to housing? (e.g., affordability, utilities, maintenance, unsafe or</p>	

<p>unhealthy living conditions, etc.)</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change can damage housing, affect housing prices, and make living conditions unsafe. Climate migration (people moving due to the risks or the impacts of climate hazards) can also create new pressures on housing needs. What may be the specific impacts for our community? (See the Housing Guides in GEAR for more information.) What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?</p>	

Food + Water

Food and water: What might resilience look like?

- Healthy and culturally preferred food is accessible and affordable for everyone, day-to-day and in an emergency.
- A diversity of different food options (grocery stores, corner stores, farmers markets, food pantries, mutual aid networks, etc.) provide a variety of cost options, location options, and back-up options when needed.
- Thriving community gardens and/or farms; Residents are able to use land to grow and harvest food in their own yards or in shared/public spaces.
- Water quality and quantity is monitored and protected, and all community members have consistent access to affordable, clean drinking water.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none"> - People who have experience with food insecurity - People who are a part of groups or organizations that support people experiencing food insecurity - People who source water in different ways (wells, public water), and particularly people who may have experienced periods of not being able to access clean water
Types of questions to ask community members:	<ul style="list-style-type: none"> - What makes it hard to get food or buy groceries? (Consider cost, types of stores, locations, transportation, walkability, types of foods available, etc.) - Is this a big stress in your life or a small stress? - Have you or someone you know in the community experienced periods where you weren't able to get clean water? - What are you most worried about when it comes to getting the food and water you or your family needs?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Food & Water x Drought Guide - Explore the GEAR Food & Water x Storms Guide

	<ul style="list-style-type: none"> - Review MassDEP Drinking Water Program Public Health Orders for your community or region - Review MassDEP Drought Declarations for your region
<p>Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Questions to answer as a Core Team based on what you learn:

Community Investigation	
<p>Is it hard for some or many people in our community to access healthy and affordable food? How about culturally preferred food? What are the factors that make it hard?</p>	
<p>What are the resources (businesses, organizations, social service programs, transportation systems, informal groups) that support community members in getting the food they need?</p>	
<p>What are the biggest community concerns related to food access in our community, particularly for people who have experience with food insecurity?</p>	

<p>Has clean drinking water been a concern for people in our community? For whom? What are the biggest community concerns? Consider water quality, water quantity, and water access.</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will continue to impact food prices, access to food, and access to clean drinking water. What may be the specific impacts for our community? (See the Food & Water Guides in GEAR for more information.) What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?</p>	

Health

Health: What might resilience look like?

- Everyone has the chance to be as healthy as possible, both mentally and physically; no one's health is affected by discrimination, disproportionate exposure to health risks, or lack of access to health resources.
- A robust network of healthcare options provides everyone with access to quality, trusted, and affordable healthcare that reflects and respects cultural differences.
- Access to medicine is affordable and reliable, day-to-day and in an emergency.
- There are a variety of public spaces – such as walking trails, parks, and community centers – that support physical, mental, emotional, and spiritual health.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none">- People who are disproportionately exposed or affected by health risks in the community- People who have experience living with a chronic illness- People who have experience living with a disability- People who support people living with chronic illnesses or disabilities
Types of questions to ask community members:	<ul style="list-style-type: none">- What do you think are the most serious health issues facing this community?- What is needed to improve health and quality of life in your community?- Do you face challenges in accessing community health programs and resources?
Additional data sources to consider:	<ul style="list-style-type: none">- Explore the GEAR Health x Heat Guide- Explore the GEAR Health x Inland Flooding Guide- Explore Department of Public Health (DPH) data, including rates of chronic lung disease, childhood asthma, and cardiovascular disease- Talk to hospitals, health clinics, health services about numbers of people who use their services

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Questions to answer as a Core Team based on what you learn:

Community Investigation	
What types of health risks (pollution, chemicals, toxins, heat) are people exposed to in our community? Are certain neighborhoods more affected? Are certain people more affected?	
Consider the range of chronic illnesses that people in your community or region experience. What are some of the factors that make it hard to live or work in our town, city, or region with a chronic illness?	
Consider the range of disabilities that people in your community or region experience. What are some of the factors that make it hard to live or work in our town, city, or region with a disability?	
What are some of the resources or services that	

<p>support physical or mental health in our community? What are the factors that shape who has access?</p>	
<p>What are some of the public spaces that help people stay cool during hot temperatures in our community? Who has more limited access? Are there factors beyond location or proximity that affect whether people are able or feel welcome to use these spaces?</p>	
<p style="text-align: center;">Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change, and particularly extreme temperatures and heatwaves, will increase health risks and exacerbate health inequities. What may be the specific impacts for our community? (See the Health Guides in GEAR for more information.) What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?</p>	

Jobs + Economy

Jobs + Economy: What might resilience look like?

- Thriving and diverse economic sectors that restore and build the long-term health and wellbeing of people and natural systems.
- Local job opportunities with living wages for people with different skill sets, education levels, and backgrounds.
- Inclusive and accessible workforce development and job training opportunities that support transitioning careers and upward mobility.
- Safe working conditions in the face of current and future climate hazards.

Tips for gathering information:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who face systemic and cumulative barriers to economic opportunity, including veterans, residents with disabilities, low-income residents, formerly incarcerated residents, and Black, Indigenous, and residents of color - People who provide workforce development, job training, or support in connecting people with jobs - People who work in industries where climate change creates unsafe working conditions or job insecurity
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - Based on your experience and the experience of people you know, is it difficult to find job opportunities locally? What makes it hard? - What are the most pressing economic needs in your community? - What type of resources does your community need to create a diverse workforce? - How does extreme heat affect your ability to do your work? How might extreme weather affect your job or your ability to do your work?
<p>Additional data sources to consider:</p>	<ul style="list-style-type: none"> - Explore the GEAR Economy x Heat Guide - Explore the GEAR Economy x Coastal Flooding Guide - Explore the GEAR Economy x Inland Flooding Guide

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Questions to answer as a Core Team based on what you learn:

Community Investigation	
What industries and types of jobs exist in our community or region? Is there a predominant sector? Which sectors are growing or thriving? Which may be shrinking?	
How far do people in our community have to travel to get to work? Do people come from other communities to work in our community?	
Is it hard for some or many community members to find jobs that fit their needs? What makes it hard?	
What resources or supports in our community or region provide workforce development, new skills training, or support in finding a job?	
Prompts for Further Thinking	

<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will impact certain economic sectors, job security, and livelihoods. It may also create increasingly unsafe working conditions for people in certain industries. What may be the specific impacts for our community? (See the Economy Guides in GEAR for more information.) How might we prepare for or adapt to these impacts through building community resilience?</p>	

Ecosystems

Ecosystems: What might resilience look like?

- Everyone is able to benefit (mentally and physically) from open space, natural systems, and healthy ecosystems in their community, including clean water, clean air, cooler temperatures, food and materials, recreation.
- Healthy and biodiverse ecosystems are restored, protected, and cared for such that they are able to thrive and adapt to changing conditions (like climate change).

Tips for gathering information:

<p>Key community members to talk to:</p>	<ul style="list-style-type: none"> - People who may have more limited access to trees, parks, or open space in your community - Indigenous community members whose cultural practices are interconnected with the care and management of ecosystems - Community members who maintain or care for ecosystems, or whose livelihoods depend on ecosystems
<p>Types of questions to ask community members:</p>	<ul style="list-style-type: none"> - How often do you use parks and open spaces in your community? What do you use them for? What would make this experience better? - Are parks and open spaces easy to access? What resources would make it easier for you and your family to use and access green spaces or bodies of water? - Do the plants, animals, and ecosystems near you seem healthy? If not, what are the signs that they are unhealthy? - What are your top concerns about the health of ecosystems in your community? (Consider land and water ecosystems)
<p>Additional data sources to consider:</p>	<ul style="list-style-type: none"> - Explore the GEAR Ecosystems x Heat Guide - Explore the GEAR Ecosystems x Coastal Flooding Guide - Explore data, maps, or information held by local conservation boards or commissions

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Questions to answer as a Core Team based on what you learn:

Community Investigation	
Who has abundant access to green space, bodies of water, or the benefits of ecosystems in our community? Who has more limited access? Are there factors beyond location or proximity that affect whether people are able or feel welcome to use these spaces?	
How do community members or visitors use or benefit from green spaces or natural systems in our community? Which places or features are particularly important?	
In what ways do we restore, protect, or care for the health of green spaces or natural systems in our community?	
What are the pressures on the green spaces or ecosystems in our community? What might be	

<p>weakening them or making them less healthy?</p>	
<p style="text-align: center;">Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will put more stress on ecosystems and weaken ecosystem health. What may be the specific impacts for our community? (See the Ecosystems Guides in GEAR for more information.) What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?</p>	

Transportation

Transportation: What might resilience look like?

- Many safe, accessible, and affordable transportation options make it easy for everyone to get where they need to go.
- Sidewalks, bike paths, buses, shuttles, carpool programs, car shares, and other transportation resources reduce dependence on a personal vehicle.
- Motor vehicles of all varieties (trains, buses, trucks, cars) run on clean energy, minimizing air pollution.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none"> - People who are not able to drive or who do not own a personal vehicle - People who use a wheelchair or have mobility challenges - People who provide transportation services to people in the community
Types of questions to ask community members:	<ul style="list-style-type: none"> - What types of transportation or transportation services do you rely on, on a regular basis? Do you have alternative options for getting to work, school, the grocery store, or other sites as needed? - Do you experience any transportation challenges when getting to work, school, the grocery store, doctors office or other sites within the community or regionally? What are the implications? How can it be improved? - What are the most pressing transportation needs in your neighborhood?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Infrastructure x Heat Guide - Explore the GEAR Infrastructure x Coastal Flooding Guide - Explore the GEAR Infrastructure x Inland Flooding Guide - Explore the GEAR Infrastructure x Storms Guide - Talk to transportation agencies and services about numbers of people who use their services

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Questions to answer as a Core Team based on what you learn:

Community Investigation	
What types of transportation resources exist in our community? If someone isn't able to drive or doesn't have a personal vehicle, what options are available?	
Is it hard for some or many people in our community to get to where they need to go (e.g., school, work, the grocery store)? If so, what makes it hard?	
On average, how far do residents need to travel to meet basic needs or to connect with other community members? How does that distance vary depending on where you live in our community?	
What are the biggest community concerns related to transportation in our community?	

Prompts for Further Thinking

What do these answers tell us about how we can build community resilience in our town, city, or region?

Climate change will disrupt transportation systems and damage transportation networks. What may be the specific impacts for our community? (See the Infrastructure Guides in [GEAR](#) for more information.)
What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?

Community

Community: What might resilience look like?

- Everyone has a political voice and the ability to participate in decisions that shape our collective future.
- Local government, organizations, and the community create a culture that combats exclusion and marginalization, advances trust, and fosters a sense of belonging for all residents—regardless of race or ethnicity, income, gender identity, sexual orientation, accessibility needs, English proficiency, age, religion, background, or how long they’ve lived in the community.
- Strong community relationships and organizational networks provide resources and support both day-to-day and in an emergency.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none"> - Community members from EJ neighborhoods and other priority populations - People from formal and informal groups or organizations that provide social services, resources, or support to residents
Types of questions to ask community members:	<ul style="list-style-type: none"> - What experiences have you had that make you feel like you belong in this community? What experience have you had that made you feel like you didn’t belong? - Where do people gather in the community? Where do you meet other people or talk to other people in the community? - Where do you get your information about things happening in the community? - How do you describe a healthy or thriving community?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the Community Guide in the GEAR
<p style="text-align: center;">Make sure to document your outreach (including who was consulted and how) at the end of this document.</p>	

Questions to answer as a Core Team based on what you learn:

Community Investigation	
Where do people gather in our community? How do people connect with each other?	
What are some of the primary <u>formal</u> or <u>informal</u> groups or organizations that provide support, resources, or trusted information? Who do they primarily serve?	
What is the level of trust between residents and local government, business, financial, and social service institutions?	
How do people participate in planning processes or decisions related to community-wide issues? Is it hard for some people to participate? What makes it hard?	
Who feels like they belong in our community? Who feels like they don't belong? What	

are the factors that contribute to those feelings?	
Prompts for Further Thinking	
What do these answers tell us about how we can build community resilience in our town, city, or region?	

Infrastructure

Infrastructure: What might resilience look like?

- Everyone has access to affordable and reliable power, with energy generation and storage/backup systems that have minimal-to-no negative environmental and social impact.
- Cell service and broadband are accessible throughout the community with free WIFI offered at public sites, specific community spaces, or more extensively.
- Robust green infrastructure and stormwater systems prevent flooding and minimize disruptions, damage, and health and safety hazards.
- Town or city-wide waste management approaches are affordable and accessible to all, include waste reduction strategies, and are prepared for climate change impacts.

Tips for gathering information:

Key community members to talk to:	<ul style="list-style-type: none"> - People who may face greater health and safety risks from power outages - People without reliable access to the internet - People who operate community spaces or community shelters - People who live in areas affected by flooding
Types of questions to ask community members:	<ul style="list-style-type: none"> - How often does the power go out? What are your biggest concerns during power outages? - Do you have reliable access to the internet at home? Where do you go if you need to access the internet? - Are there spots that flood regularly in your neighborhood or in other areas you visit frequently? How does it affect you?
Additional data sources to consider:	<ul style="list-style-type: none"> - Explore the GEAR Infrastructure x Heat Guide - Explore the GEAR Infrastructure x Coastal Flooding Guide - Explore the GEAR Infrastructure x Inland Flooding Guide - Explore the GEAR Infrastructure x Storms Guide

Make sure to document your outreach (including who was consulted and how) at the end of this document.

Questions to answer as a Core Team based on what you learn:

Community Investigation	
Which parts of our community are most affected by power outages? Who is most affected? What are some of the major implications for community members when the power goes out?	
What types of heating fuels do people rely on in our community? Have there been supply shortages or price volatility that has affected community members' abilities to heat their homes?	
Are there households in our community that experience a high energy burden (spend more than 3% of their income on energy needs)? What types of energy assistance programs exist locally or regionally?	

<p>Are there people in our community that don't have reliable access to the internet? Where do they go to access the internet when needed?</p>	
<p>Are there roads or neighborhoods that currently experience regular flooding? What are the implications for residents who live or work in those areas?</p>	
<p>Prompts for Further Thinking</p>	
<p>What do these answers tell us about how we can build community resilience in our town, city, or region?</p>	
<p>Climate change will disrupt and damage infrastructure systems and increase the risk of power outages. What may be the specific impacts for our community? (See the Infrastructure Guides in GEAR for more information.) What do the answers to the questions above tell us about preparing for or adapting to these climate impacts?</p>	

Documentation of Engagement Activities

Document your community outreach and engagement activities that you used to gather information in the tables below. Feel free to copy and paste the table as many times as needed if you used more than three activities.

Activity 1	
Name of activity:	
Date(s) of activity:	
Brief description of the activity. Who were the participants?	
Add a link to a folder with documentation of the activity (e.g., notes, photos, etc.)	
How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.	

Activity 2	
Name of activity:	
Date(s) of activity:	
Brief description of the activity. Who were the participants?	

<p>Add a link to a folder with documentation of the activity (e.g., notes, photos, etc.)</p>	
<p>How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.</p>	

Activity 3	
<p>Name of activity:</p>	
<p>Date(s) of activity:</p>	
<p>Brief description of the activity. Who were the participants?</p>	
<p>Add a link to a folder with documentation of the activity (e.g., notes, photos, etc.)</p>	
<p>How successful was this engagement activity? Consider your engagement goals and use the metrics or evaluation approach you outlined in your Engagement Plan to answer this question.</p>	